

ABSTRACT OF THE INVENTION

Disclosed is a method and system for knowledge and information sharing. Disclosed embodiments include a central electronic information network and a plurality of portable client devices for use by mobile personnel in the field. The electronic information network has a central database that contains data objects in the form of logic trees representing the cumulative knowledge and information regarding a plurality of situations that are expected to be encountered by the mobile personnel while in the field. These logic trees represent diagnosing algorithms, survey questions, and/or troubleshooting instructions that can be given to help field personnel recognize appropriate question sets to use in a particular situation and how to ask those questions in a logical manner. To provide access to the logic trees whenever necessary, logic tree data objects are also stored electronically on each of the portable client devices. Intermittently and preferably wirelessly, such as whenever a given client device connects to the central network for any reason, each client device synchronizes its logic tree data objects with those in the central database. In this manner, recent updates to the cumulative knowledge or information owned by a particular organization and stored in the central database can be reflected in all field personnel's client devices during offline sessions without the need for a wire-line communication connection or a manual synchronization.